



iJRASET

International Journal For Research in
Applied Science and Engineering Technology



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 14 Issue: VI Month of publication: June 2026

DOI: <https://doi.org/10.22214/ijraset.2026.83913>

www.ijraset.com

Call:  08813907089

E-mail ID: ijraset@gmail.com

LAWEASE: A Digital Legal Service Marketplace Platform

Dr.Shobha.S.Raskar, Akash Lohar, Rohit Dudhane, Prithvee Nath Chouhan, Shivraj Warghade
Department of Computer Engineering Modern Education Society's Wadia College of Engineering Pune, India

Abstract- Access to legal services is often difficult for many citizens due to a lack of reliable information, limited availability of verified lawyers, and the absence of a structured digital platform for legal consultations. Traditional methods of finding legal professionals usually involve personal references, physical visits, and time-consuming communication processes. These limitations create a need for a centralized online platform that can connect citizens with trusted legal service providers in an efficient and transparent manner. The project “LawEase – Onboarding Legal Service Providers on E-Marketplaces for Citizens” aims to address these challenges by developing a web-based legal service marketplace. The platform allows lawyers to register, upload verification documents, and offer legal consultation services online. An admin verification system ensures that only authenticated and approved lawyers are visible to users. Citizens can search and filter lawyers based on specialization, experience, and ratings, and book consultations through a structured workflow. The system is developed using modern web technologies including Python Flask for the backend, HTML, CSS, JavaScript, and Bootstrap for the frontend, and SQLite for database management. The platform also integrates a dummy payment module to simulate consultation fee transactions and a real-time chat system using Flask-SocketIO to enable communication between clients and lawyers. The implementation of LawEase demonstrates how digital platforms can improve accessibility, transparency, and efficiency in legal services. By providing verified lawyer profiles, search filters, consultation booking, and real-time communication, the system offers a convenient and user-friendly solution for online legal consultation.

Keywords- Legal Services, Online Legal Consultation, Lawyer Verification, E-Marketplace Platform, Flask Web Application, Real-Time Chat System, Digital Legal Platform, Web-Based Legal Services, Client–Lawyer Communication, Authentication and Security.

I. INTRODUCTION

In today's digital era, many services such as banking, healthcare, education, and shopping have moved to online platforms. These digital platforms have made services more accessible, faster, and convenient for users. However, the legal services sector still faces several difficulties in terms of accessibility and transparency. Many citizens find it challenging to locate reliable legal professionals, understand their areas of specialization, or communicate with them easily. Most people still depend on personal references, local contacts, or multiple office visits to find a lawyer. This traditional method can be time-consuming and sometimes unreliable, especially for people living in remote rural areas. Therefore, there is a growing need for a digital platform that can connect citizens with verified legal professionals in a structured and trustworthy manner [1].

The advancement of internet technologies and web applications has made it possible to create online marketplaces that connect service providers with users. Platforms such as e-commerce websites and professional service marketplaces have demonstrated how digital systems can simplify service discovery and improve communication between clients and professionals. Similar ideas can also be applied in the legal domain. By developing an online legal marketplace, citizens can easily search for lawyers, compare their expertise, read reviews, and communicate directly through the platform. This approach improves transparency and allows users to make informed decisions while selecting legal services [2].

The project “LawEase – Onboarding Legal Service Providers on E-Marketplaces for Citizens” is designed to address these issues by creating a centralized web-based system that connects citizens with verified lawyers. The platform acts as a digital marketplace where legal professionals can register themselves and offer consultation services online. In this system, lawyers first register on the platform and upload their professional details and verification documents. These documents are reviewed by the administrator to ensure that only genuine and qualified lawyers are allowed to provide services on the platform. After successful verification, the lawyer profiles become visible to users who are searching for legal assistance. This verification mechanism increases trust and prevents unauthorized individuals from offering legal advice [3].

Another important feature of the LawEase platform is the ability for users to search and filter lawyers based on different criteria. Citizens can search for lawyers by selecting categories such as civil law, criminal law, family disputes, property matters, or employment issues. The platform also allows users to view lawyer profiles, experience details, ratings, and previous client feedback. This information helps users choose the most suitable lawyer according to their requirements. By providing a structured search and filtering system, the platform reduces the time and effort required to find appropriate legal support [4].

To further improve the consultation process, the platform integrates a consultation booking workflow and a real-time communication system. After selecting a lawyer, the user can describe their legal problem and proceed with a simulated payment process using a dummy payment gateway. Once the payment is completed, a dedicated chat interface is activated where the client and lawyer can communicate directly. The chat module allows users to discuss legal matters in real time without the need for physical meetings. This feature improves convenience and enables faster consultation, especially for individuals who cannot easily travel to legal offices [5].

From a technical perspective, the LawEase platform is developed using modern web technologies. The backend is implemented using the Flask framework in Python, which handles application logic, authentication, and communication between different system components. The frontend interface is created using HTML, CSS, JavaScript, and Bootstrap to provide a responsive and user-friendly experience. The system uses SQLite as the database for storing user information, lawyer profiles, consultation records, chat messages, and payment details. The chat functionality is implemented using Flask-SocketIO, which enables real-time communication between users and lawyers.

Overall, the LawEase platform aims to modernize the process of accessing legal services by combining digital technology with legal consultation workflows. The system provides a structured and transparent environment where citizens can easily connect with verified legal professionals, book consultations, and communicate securely through an online platform. By simplifying the lawyer discovery process and improving communication between clients and lawyers, the platform contributes to improving accessibility and efficiency in legal services.

II. LITERATURE REVIEW

The rapid development of digital technologies has significantly influenced the way professional services are delivered. Many researchers and organizations have studied how online platforms can improve accessibility to services by connecting service providers and users through centralized systems. In the legal domain, several studies highlight the importance of digital platforms in improving access to justice and making legal assistance more convenient for citizens. Traditional legal consultation methods often require physical meetings, personal recommendations, and manual appointment scheduling. These limitations have encouraged researchers to explore web-based platforms that can simplify the process of finding and consulting legal professionals [6].

One of the important ideas discussed in existing research is the concept of online legal service platforms. These platforms allow users to post legal queries, search for lawyers, and receive professional advice through digital communication tools. Studies show that online legal consultation systems can reduce the time required for initial legal advice and provide a convenient communication channel between lawyers and clients. Such platforms are particularly useful for individuals who cannot easily access legal offices due to geographical or financial constraints. However, many early systems lacked proper verification mechanisms for lawyers, which created concerns about authenticity and trust among users [7].

Another important concept explored in the literature is the e-marketplace model for professional services. In many industries, digital marketplaces are used to connect service providers with customers through structured platforms that include profiles, ratings, reviews, and secure communication channels. Platforms like freelance marketplaces demonstrate how users can compare professionals based on their experience, expertise, and feedback from previous clients. Researchers suggest that similar marketplace models can also be applied in the legal services sector to improve transparency and help users make informed decisions while selecting legal professionals [8].

Trust and verification are also widely discussed topics in research related to online professional service platforms. Since legal consultations involve sensitive information and important decision-making, it is essential to ensure that the professionals listed on the platform are genuine and qualified. Several studies emphasize the need for strong verification systems, such as document validation and admin approval processes, before allowing professionals to offer services online. These verification mechanisms increase user confidence and reduce the chances of fraudulent profiles appearing on the platform [9].

Another area highlighted in the literature is the importance of user experience and system usability in digital consultation platforms. Research shows that many users struggle to find reliable legal help online due to complicated interfaces or unclear information.

To address this issue, researchers recommend designing simple and user-friendly systems that provide clear navigation, structured search filters, and visible trust indicators such as ratings and verified badges. These features help users quickly identify suitable professionals and improve overall platform usability [10]. In addition to usability, many studies also discuss the role of real-time communication technologies in improving online consultation systems. Communication tools such as live chat, messaging systems, and video conferencing allow clients and professionals to interact instantly without the need for physical meetings. Real-time communication improves efficiency and allows legal professionals to provide guidance quickly. Several modern platforms integrate chat systems using technologies such as WebSockets or Socket.IO to enable fast and interactive communication between users and service providers.

From a technical perspective, many implementation studies recommend using lightweight web frameworks and scalable architectures when developing online consultation platforms. Technologies such as Python-based web frameworks, relational databases, and modular system design are commonly used to build reliable and efficient web applications. These technologies allow developers to create systems that are easy to maintain, secure, and capable of handling multiple user interactions.

Based on the findings from existing literature, it is clear that digital platforms have strong potential to improve accessibility and transparency in legal services. However, many existing systems either lack proper verification mechanisms, provide limited communication features, or do not fully integrate the different components required for a complete legal service marketplace. The LawEase platform is designed to address these gaps by integrating multiple important features such as lawyer verification, structured consultation workflows, search and filtering capabilities, dummy payment processing, and real-time communication. By combining these elements into a single platform, the system aims to provide a reliable and user-friendly digital environment for connecting citizens with verified legal profession.

III. KEY FINDINGS

Based on the literature review, system design, and implementation of the **LawEase platform**, several important findings were identified regarding digital legal service platforms and their effectiveness in improving access to legal consultation. The analysis of previous studies and existing platforms helped in understanding the challenges in traditional legal service systems and the possible solutions that can be implemented through modern web technologies. The following key findings highlight the important observations related to the development and implementation of the LawEase system.

A. Need for a Centralized Digital Legal Platform

One of the major findings is that there is a strong need for a centralized digital platform where citizens can easily access legal services. Traditional legal consultation methods require physical visits, manual appointments, and personal references, which often create delays and inconvenience for users. Many people, especially those living in remote areas, face difficulties in finding trustworthy lawyers. A centralized web platform can bring all legal service providers and clients together in a single system, making the process of searching and consulting lawyers more efficient and organized. This approach also improves accessibility and reduces the dependency on informal networks for legal assistance [11].

B. Importance of Lawyer Verification

Another important finding is the need for proper verification of legal professionals before allowing them to offer services on an online platform. Research shows that users are more likely to trust platforms that clearly verify the credentials of professionals. Without proper verification, users may hesitate to seek legal advice online due to concerns about authenticity and reliability. The implementation of an admin-based verification workflow in the LawEase system ensures that lawyers submit their professional documents and credentials for review. This verification process helps maintain the credibility of the platform and protects users from fraudulent profiles [12].

C. Role of Search and Filtering Features

Efficient search and filtering mechanisms play a significant role in helping users identify suitable legal professionals quickly. Many online platforms fail to provide structured filtering options, which makes it difficult for users to find the right service provider. The LawEase system implements search filters based on legal categories, experience, and user ratings. This feature allows users to narrow down their search and select lawyers who specialize in specific legal fields. Such filtering mechanisms improve usability and ensure that users can make informed decisions while selecting legal professionals [13].

D. BenefitsofReal-TimeCommunication

Real-time communication between clients and lawyers is another key aspect identified during the research. Traditional legal consultations often require scheduling appointments and traveling to lawoffices. Byintegratinga real-time chat system, the LawEase platformenables direct interaction between users and lawyers after a consultation is booked. This feature reduces communication delays and allows users to discuss legal matters conveniently from their location. Real-time messaging systems improve efficiencyand create a smoother consultation experience for both clients and legal professionals [14].

E. ImpactofDigitalMarketplacesonProfessional Services

The growth of digital marketplaces in various industries demonstrates that online platforms can successfully connectservice providers with users. E-marketplace models have been widelyusedinsectorssuchasfreelancing,healthcare,and education. Applying this model to legal services allows lawyers to showcase their profiles, experience, and client feedback while enabling users to compare different professionals before making a decision.TheLawEaseplatformfollowsthismarketplaceapproach byintegratingfeaturessuchasalawyerprofiles,ratings,consultation booking, and feedbacksystems. This model improvestransparency and encourages better service quality among legal professionals [15].

Overall, the key findings indicate that digital legal platforms can significantly improve the accessibility and efficiency of legal services. Features such as verified professional profiles, structured search filters, online consultation workflows, and real-time communication tools play an important role in creating a reliable legal service marketplace. The implementation of these features in theLawEasesystemdemonstrateshowtechnologycansimplifythe process ofconnecting citizens with verified legal professionals and enhance the overall user experience.

Feature	Existing Systems	LawEase (Proposed System)
Lawyer Discovery	Manual search, personal references	Smart search & filtering by category, experience, ratings
Verification	No proper authenticity check	Admin-verified lawyers with document validation
Consultation Process	Unstructured, offline appointments	Structured step-by-step consultation workflow
Communication	Physical meetings or phone calls	Real-time chat system for instant interaction
Transparency	Limited information about lawyers	Detailed profiles with ratings and feedback
System Type	Traditional or partially digital	Fully web-based legal service marketplace
User Experience	Time-consuming and complex	Fast, user-friendly, accessible anytime

Table.1-Comparison Between Existing and Over System

IV. SYSTEM ARCHITECTURE

The system architecture of the LawEase platform defines the overall structure of the system and explains how different components interact with each other. A well-designed architecture is important for ensuring that the system works smoothly, securely, and efficiently. The LawEase platform is developed using a three-tier architecture, which separates the system into different layers such as the presentation layer, application layer, and database layer. This layered architecture improves system organization and makes the application easier to develop, maintain, and scale in the future.

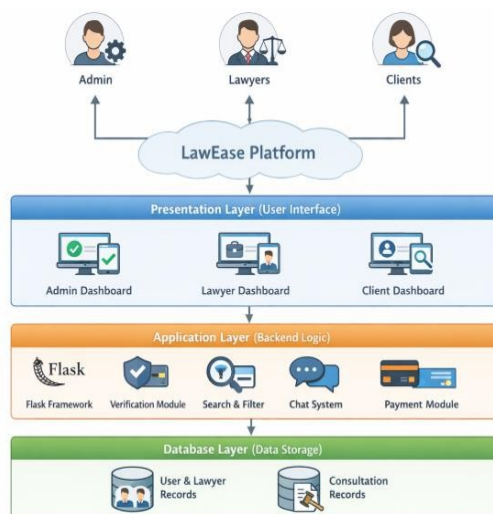


Fig.1-SystemArchitectureDiagram

The architecture also supports role-based interactions between three main users of the system: Admin, Lawyer, and Client [16]. The system architecture ensures that user requests are first received by the frontend interface, then processed by the backend server, and finally stored or retrieved from the database. Each layer of the architecture performs a specific role in the functioning of the platform. By dividing the system into multiple layers, the architecture reduces complexity and ensures that each module operates independently while still interacting with other modules when required [17].

A. PresentationLayer(UserInterfaceLayer)

The presentation layer is the frontend part of the system where users interact directly with the application. It is responsible for displaying information, collecting user input, and sending requests to the backend server. The frontend of the LawEase platform is developed using HTML, CSS, JavaScript, and Bootstrap. These technologies help create a responsive and user-friendly interface that can be accessed through different web browsers. This layer includes several important user interfaces such as the user dashboard, lawyer dashboard, and admin dashboard. Each interface is designed according to the specific needs of the user role. For example, the client interface allows users to search for lawyers, view profiles, and book consultations. The lawyer interface allows lawyers to manage their professional details and respond to consultation requests. The admin interface provides tools for verifying lawyers and monitoring the platform. Bootstrap is used to ensure that the website layout adjusts properly on different screen sizes, including laptops, tablets, and mobile devices. A clean and simple user interface is important because it helps users navigate the platform easily and perform tasks without confusion. By designing a responsive and intuitive frontend, the system improves usability and accessibility for all types of users [18].

B. ApplicationLayer(BackendLogic Layer)

The application layer is the core component of the system architecture. It processes user requests, applies business logic, and manages the communication between the frontend and the database. The LawEase platform uses the Flask framework in Python to implement the backend functionality. Flask is a lightweight web framework that allows developers to create web applications quickly while maintaining flexibility. In the LawEase system, Flask handles various operations such as user authentication, lawyer registration, verification workflow, consultation management, payment simulation, and chat communication. The backend system uses Flask routes to receive requests from the frontend.

These routes process the input data, apply necessary logic, and generate responses that are sent back to the user interface. For example, when a client searches for a lawyer, the frontend sends a request to the backend server. The backend then retrieves relevant data from the database, applies filtering rules, and sends the results back to the user interface. Another important feature implemented in the application layer is role-based access control. This mechanism ensures that different users have access only to the functions that belong to their roles. For example, only administrators can verify lawyers, while clients can only search and book consultations. This improves system security and prevents unauthorized access to sensitive information [19].

C. DatabaseLayer(DataStorage Layer)

The database layer is responsible for storing and managing all the data used by the system. The LawEase platform uses SQLite, which is a lightweight relational database that is suitable for academic projects and small-scale applications. The database stores all important information related to users, lawyers, consultations, payments, chat messages, and reviews. To simplify database operations, the system uses SQLAlchemy ORM (Object Relational Mapping). ORM allows developers to interact with the database using Python objects instead of writing complex SQL queries. This makes the development process easier and reduces the chances of errors in database operations. The database maintains multiple tables that represent different entities within the system. For example, the user table stores account information for all registered users, while the lawyer profile table stores details about lawyers and their specialization. Other tables store consultation records, payment details, chat messages, and user reviews. Proper database design ensures that information is stored in a structured and organized manner. It also improves data consistency and allows the system to retrieve information quickly when required. Efficient database management is important for ensuring that the platform can handle multiple user requests without delays [20].

D. CommunicationandIntegrationComponents

The LawEase system also includes several communication and integration components that allow different modules to work together effectively. These components help manage authentication, messaging, and payment processes within the platform. One of the key components is the authentication system, which handles user login and registration. Passwords are securely stored using hashing techniques to protect user data. The authentication system also maintains user sessions to ensure that users remain logged in during their interaction with the platform. Another important component is the real-time chat module, which enables communication between clients and lawyers. This module is implemented using Flask-SocketIO, which supports WebSocket communication. WebSockets allow messages to be exchanged instantly between users without repeatedly refreshing the webpage. The platform also includes a dummy payment module, which simulates the payment process required for booking consultations. Although the system does not perform real financial transactions, this module demonstrates how payment gateways can be integrated into the platform.

E. Role-BasedSystemInteraction

The LawEase architecture is designed to support interactions between three main roles: Admin, Lawyer, and Client. Each role interacts with the system differently according to their responsibilities. The Admin is responsible for managing the platform and verifying lawyer registrations. Admins review lawyer documents and approve or reject applications. They also monitor system activities and maintain the overall reliability of the platform. The Lawyer role allows legal professionals to register on the platform and provide consultation services. Lawyers can manage their profiles, update their specialization details, and communicate with clients through the chat system. The Client or citizen user can search for lawyers, view detailed profiles, book consultations, and communicate with lawyers after completing the payment process. Clients can also leave feedback and ratings after consultations, which improves transparency and helps other users make informed decisions.

F. OverallSystemWorkflow

The overall workflow of the LawEase architecture begins when lawyers register on the platform. Their details are stored in the database and their status remains pending until verified by the admin. After approval, the lawyer profiles become visible to users searching for legal assistance. Clients can browse lawyer profiles, filter results based on categories or ratings, and choose a lawyer for consultation. Once a consultation is requested and payment is simulated, the chat module is activated to allow communication between the client and the lawyer. After the consultation is completed, the client can provide feedback and ratings. This architecture ensures smooth interaction between all system components while maintaining security, transparency, and reliability. By following a modular and layered architecture, the LawEase platform provides a strong foundation for building a scalable and efficient digital legal marketplace.

V. RESULT & DISCUSSION

The development and implementation of the LawEase – Onboarding Legal Service Providers on E-Marketplaces for Citizens platform resulted in a functional web-based system that connects citizens with verified legal professionals through a structured digital marketplace. The system was tested using different user roles such as admin, lawyer, and client to evaluate whether the platform performs according to the intended design. The results show that the system successfully implements the core functionalities such as lawyer registration, admin verification, lawyer search, consultation booking, dummy payment processing, and real-time communication. The following points discuss the major results observed during the testing and implementation of the system.

A. Successful Implementation of Lawyer Verification

One of the key results of the system is the successful implementation of the admin verification workflow for lawyers. When lawyers register on the platform, their details are stored in the database with a verification status marked as pending. The administrator can review the submitted documents and either approve or reject the request. Only approved lawyers appear in the search results for clients. This process ensures that the platform maintains credibility and prevents unauthorized individuals from offering legal advice. The verification mechanism significantly improves user trust in the system [21].

B. Efficient Lawyer Search and Filtering

The testing of the search module showed that users can easily find lawyers using category-based filtering and profile information. The system retrieves relevant lawyer profiles from the database and displays them based on specialization, experience, and ratings. This structured filtering process reduces the time required to identify suitable legal professionals. Users reported that the search interface is simple and easy to navigate, which improves the overall usability of the platform [22].

C. Smooth Consultation Booking Workflow

Another important result observed during system testing is the smooth functioning of the consultation booking process. After selecting a lawyer, users can describe their legal issue and initiate a consultation request. The system records consultation details in the database and activates the next step of the workflow. This structured consultation management ensures that both the client and the lawyer have a clear record of the consultation request and related information. The workflow helps organize interactions between clients and legal professionals effectively [23].

D. Real-Time Communication Performance

The **real-time chat system** implemented using Flask-SocketIO was tested to evaluate communication between clients and lawyers. The chat module enabled instant message exchange with minimal delay. This feature allowed users to discuss legal issues conveniently without scheduling physical meetings. The chat system also maintained message records in the database for transparency and documentation. The integration of real-time communication significantly improves the consultation experience for both clients and lawyers [24].

E. Overall System Usability and Performance

The overall performance of the LawEase platform was found to be stable during testing. The system handled multiple operations such as user login, profile viewing, lawyer search, consultation booking, and chat communication without major errors. The use of lightweight technologies such as Flask and SQLite contributed to efficient system performance and smooth data handling. The responsive user interface also ensured that the platform could be accessed through different devices and browsers. These results demonstrate that the system can serve as a practical prototype for a digital legal marketplace [25].

In conclusion, the implementation results confirm that the LawEase platform successfully addresses many of the challenges associated with traditional legal service systems. By combining lawyer verification, structured consultation workflows, search functionality, and real-time communication, the platform provides an efficient and user-friendly solution for connecting citizens with verified legal professionals.

VI. FUTURE SCOPE

The LawEase – Onboarding Legal Service Providers on E-Marketplaces for Citizens platform successfully demonstrates how digital technology can simplify the process of connecting citizens with legal professionals.

Although the current system provides essential features such as lawyer verification, search functionality, consultation booking, and real-time communication, there are several improvements that can be implemented in the future to enhance the platform's functionality, scalability, and user experience. The following points describe possible future developments for the system.

A. Integration of Real Payment Gateway

The current system uses a dummy payment module only for demonstration purposes. In future versions, a real payment gateway can be integrated to allow secure financial transactions between clients and lawyers. Payment methods such as UPI, debit cards, credit cards, and net banking can be added to make the consultation process more realistic and convenient for users. Secure payment integration will also allow the platform to manage consultation fees and commission systems effectively.

B. AI-Based Lawyer Recommendation System

Another improvement that can be implemented is an AI-based recommendation system. Using artificial intelligence and machine learning techniques, the system can analyze user queries and recommend the most suitable lawyers automatically. This feature can improve the search experience by providing intelligent suggestions based on user problems, previous consultations, lawyer expertise, and ratings.

C. Video and Audio Consultation Features

Currently, the communication system in LawEase is limited to text-based chat. In the future, the platform can be expanded to support audio and video consultations. This feature will allow clients and lawyers to interact more effectively, similar to virtual meetings. Video consultation can be particularly useful for discussing complex legal matters where detailed explanations are required.

D. Mobile Application Development

At present, the LawEase platform is designed as a web-based application. In the future, dedicated mobile applications for Android and iOS devices can be developed. Mobile apps will allow users to access legal services more easily through their smartphones. Features such as push notifications, appointment reminders, and quick messaging can improve user engagement and convenience.

E. Integration with Official Legal Databases

Future versions of the platform can integrate with official legal databases or Bar Council records to verify lawyer credentials automatically. This integration will make the verification process faster and more reliable by cross-checking lawyer details with official government or professional databases.

F. Secure Document Sharing System

Legal consultations often require sharing important documents such as contracts, legal notices, or case files. In the future, a secure document upload and sharing module can be implemented. This feature will allow clients and lawyers to exchange files safely within the platform while maintaining confidentiality.

G. Multi-Language Support

Currently, the platform interface is mainly available in English. To make the system more accessible to a larger population, multi-language support can be introduced. Providing the interface in regional languages will help users from different parts of the country understand the platform better and use it comfortably.

H. Case Tracking and Management System

Another useful improvement would be the addition of a case tracking system. This feature will allow clients to track the progress of their legal cases, store consultation history, and maintain communication records with their lawyers. Lawyers will also be able to manage multiple client cases more efficiently through a dedicated case management dashboard. In summary, the future enhancements mentioned above can significantly improve the functionality and usability of the LawEase platform. By integrating advanced technologies such as artificial intelligence, secure payments, video communication, and mobile applications, the system can evolve into a comprehensive digital legal service marketplace capable of supporting a wider range of users and services.

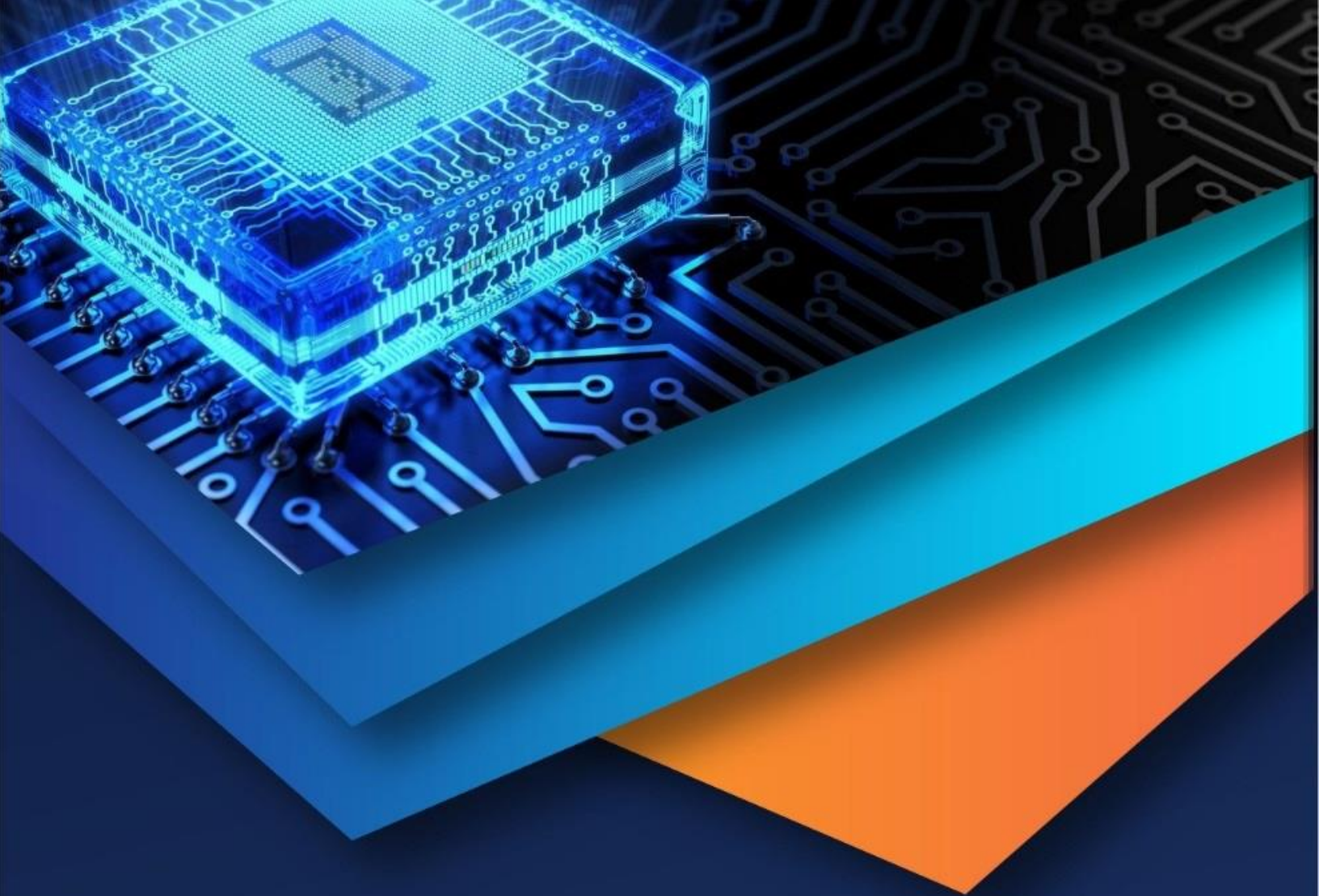
VII. CONCLUSION

The LawEase – Onboarding Legal Service Providers on E-Marketplaces for Citizens project was developed to provide a simple and efficient digital platform that connects citizens with verified legal professionals. Traditional methods of finding lawyers often require personal references, multiple office visits, and long waiting times. These challenges make it difficult for many people to access proper legal guidance. The LawEase platform addresses these problems by creating a structured web-based system where users can easily search for lawyers, book consultations, and communicate with them online. The system successfully implements important features such as lawyer registration, admin verification, search and filtering of lawyers, consultation booking, dummy payment processing, and real-time chat communication. The admin verification process ensures that only genuine and qualified lawyers are available on the platform, which improves trust and reliability. The search and filtering features help users find lawyers based on specialization, experience, and ratings, making the selection process easier and more transparent.

The implementation of the platform using technologies such as Python Flask, HTML, CSS, JavaScript, Bootstrap, and SQLite demonstrates that lightweight web technologies can be effectively used to develop digital service marketplaces. The integration of a chat system also improves communication between clients and lawyers by allowing them to discuss legal issues without the need for physical meetings. Overall, the LawEase platform provides a practical solution for improving accessibility to legal services. It simplifies the process of discovering legal professionals and creates a more transparent environment for legal consultations. Although the current system is designed as an academic prototype, it provides a strong foundation for future development. With further improvements such as real payment integration, mobile applications, and advanced recommendation systems, the platform has the potential to become a scalable and reliable digital legal service marketplace.

REFERENCES

- [1] S. Susskind, *Online Courts and the Future of Justice*. Oxford, U.K.: Oxford Univ. Press, 2019.
- [2] R. S. Pressman and B. Maxim, *Software Engineering: A Practitioner's Approach*, 9th ed. New York, NY, USA: McGraw-Hill, 2020.
- [3] M. Grinberg, *Flask Web Development: Developing Web Applications with Python*, 2nd ed. Sebastopol, CA, USA: O'Reilly Media, 2021.
- [4] W. Stallings, *Cryptography and Network Security: Principles and Practice*, 8th ed. Boston, MA, USA: Pearson, 2023.
- [5] A. Hagi and J. Wright, "Marketplace or platform?," *Management Science*, vol. 63, no. 3, pp. 1017–1038, 2019.
- [6] OECD, "Digital access to justice: Trends and innovations in online legal services," OECD Publishing, Paris, France, Tech.Rep., 2020.
- [7] M. Velicogna, "Electronic justice: Towards a new legal ecosystem," *International Journal of Law and Information Technology*, vol. 28, no. 2, pp. 123–140, 2020.
- [8] P. Sharma and A. Singh, "Web-based legal consultation portal using Flask framework," *International Journal of Software Engineering and Applications*, vol. 12, no. 3, pp. 45–55, 2021.
- [9] J. Wright, "The rise of legal technology platforms and regulatory implications," *Legal Innovation and Technology Journal*, vol. 6, no. 1, pp. 22–35, 2021.
- [10] R. Elmasri and S. Navathe, *Fundamentals of Database Systems*, 7th ed. Boston, MA, USA: Pearson, 2021.
- [11] T. Erl, *Cloud Computing: Concepts, Technology and Architecture*. Upper Saddle River, NJ, USA: Prentice Hall, 2020.
- [12] M. Gupta and V. Rao, "Design of real-time chat applications using Socket.IO," in *Proc. IEEE Int. Conf. Computing and Communication Technologies*, 2021, pp. 112–117.
- [13] A. Almeida, "Digital transformation and online service marketplaces," *Journal of Information Systems Engineering*, vol. 7, no. 2, pp. 89–98, 2021.
- [14] R. Singh and H. Kaur, "E-marketplace platforms for professional services: A systematic review," *International Journal of Emerging Technologies*, vol. 13, no. 4, pp. 101–110, 2022.
- [15] P. Jain and S. Kumar, "User trust factors in online professional marketplaces," *International Journal of Human–Computer Interaction*, vol. 38, no. 5, pp. 455–467, 2022.
- [16] L. Zhang, "Evaluation of online consultation platforms for public services," *Journal of Digital Society and Governance*, vol. 4, no. 2, pp. 88–97, 2022.
- [17] Bar Council of India, "Rules of professional standards for advocates," New Delhi, India, 2021.
- [18] NITI Aayog, "Digital India and the future of governance," Government of India Report, New Delhi, India, 2022.
- [19] K. Roy and A. Dutta, "AI-based recommendation systems for professional service platforms," *IEEE Access*, vol. 10, pp. 56432–56445, 2022.
- [20] A. Cooper, R. Reimann, and D. Cronin, *About Face: The Essentials of Interaction Design*, 4th ed. Indianapolis, IN, USA: Wiley, 2020.
- [21] B. Fitzpatrick, D. Sanderson, and M. Slatkin, *Programming WebSockets*. Sebastopol, CA, USA: O'Reilly Media, 2021.
- [22] M. Fowler, *Patterns of Enterprise Application Architecture*. Boston, MA, USA: Addison-Wesley, 2020.
- [23] S. Agarwal and A. Tyagi, "Online legal support systems: Architecture and implementation," *International Journal of Computer Applications*, vol. 184, no. 2, pp. 15–21, 2023.
- [24] Stanford Legal Design Lab, "The user experience of the internet as a legal help service," Stanford University Report, 2023.
- [25] Better Internet Lab, "Digital platforms for improving access to legal services," Policy Research Report, 2024.



10.22214/IJRASET



45.98



IMPACT FACTOR:
7.129



IMPACT FACTOR:
7.429



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Call : 08813907089  (24*7 Support on Whatsapp)